

# Jagraj Singh

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## Work Experience

### Microsoft

**Support Engineer, XBOX Refunds** | Remote

March 2020—Present

- Analyze customer data for financial troubleshooting, refund eligibility and fraud prevention.
- Automate data parsing to accelerate bulk cases closure, reduce customer wait time and increase customer satisfaction.
- Create tutorials for prototyping tools and train colleagues in the Python programming language.

### Microsoft

**Product Advisor** | Redmond, WA | Bellevue, WA

May 2018—Present

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

## Featured Projects

### [MIT Course View Count Analysis](#)

March—June 2020

Collected, cleaned, and visualized YouTube MIT course view count data.

**Technologies:** Python, pandas, matplotlib, Google YouTube Data API, JSON, Data Analysis, Data Visualization

### [Cryptocurrency Lottery](#)

2018—2020

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

**Technologies:** Python, Blockchain API, Cryptography, Object-Oriented Programming

### [Attacks on Apéry's Constant](#)

Continuous

Ongoing attempt to solve a 375 year-old problem in mathematics using novel attack vectors and Python.

**Technologies:** Python, sympy, LaTeX, Mathematical Analysis, Number Theory

## Education

**Bachelor of Arts in Communications** | University of Washington

2014—2017

Coursework included advanced public speaking and a concentration in mathematics.

## Skills

**Programming Languages:** Python (numpy, pandas, matplotlib, scipy, sympy)

**Database Management:** SQL

**Markup & Web:** LaTeX, HTML, CSS

**Productivity:** Microsoft Office 365, Apple iWork, Google G Suite

**Languages:** English, Punjabi